Congratulations on the purchase of your HP DeskJet printer!

Here’s what comes in the box. If anything’s missing, talk to your HP dealer or call HP customer support. See page 50 in the user’s guide for the phone number nearest you.

You need to buy a printer cable, such as the HP IEEE-1284-compliant Parallel Interface Cable (bidirectional).

Your printer works with any computer system that meets the minimum requirements, as listed on page 59 in the user’s guide.

If your computer does not have a CD-ROM drive and disks were not included with your printer, see page 49 of the user’s guide for information on getting printer software.
1 **Unpack your printer**

1. Remove the packing material and the packing tape from the outside of the printer.

   ![Diagram of packing material and tape](image)

   Now would be a good time to take a second and make note of the serial number on the bottom of your printer.

   Write the serial number in the blank provided inside the front cover of your user’s guide. This way you can easily access the serial number when you need it.

2. Open the top cover and remove the plastic packing material from the inside of the printer.

   ![Diagram of packing material](image)
2 Put paper in your printer

1 Slide out the paper adjusters as far as possible.

2 Put the paper in the lower (IN) tray, print side down.

3 Slide in the paper adjusters to fit snugly against the paper’s edges.
3 Plug in your printer

1 Plug one end of the power module firmly into the back of the printer.

2 Plug the other end into an electrical outlet.
4 Insert the print cartridges

1 Press the Power button to turn on the printer.

The Power light (on) comes on.

2 Open the top cover.

The cartridge cradles move to the center of the printer.
The Resume light (flashing) light flashes.

3 Carefully remove the tape from the color and black print cartridges.

Be sure not to touch the ink nozzles or the electrical contacts.

When buying print cartridges, check the part numbers carefully to make sure you buy the right ones:

Black
HP 51629G
Large Black
HP 51629A
Tri-Color
HP 51649A

Photo Cartridge
HP C1816A

These print cartridges are specifically designed to work with your printer.
4 Place both cartridges into the cradles as shown, and then push both cartridges back into position.

You hear a click when the cartridges sit snugly in their cradles. You must put in two cartridges for the printer to operate.

5 Close the printer cover.

The Resume light continues to flash for awhile and then goes off. (You’ll hear the cartridges return to their home position on the right side of the printer.)

Storing extra cartridges

To keep the ink from drying out, store an extra cartridge in the storage container as shown below.
Connect your printer to your computer

1. Make sure both the printer and the computer are turned off.
2. Plug the notched end of the cable into the printer and snap both clips into the notches.
3. Plug the other end of the cable into the computer and tighten the screws.

Make sure that the printer is connected directly to the computer and that no other peripherals, such as a zip drive, are connected to the printer cable.
Install the printer software

Before you can use your new HP DeskJet printer, you must install the printer software. HP recommends that you install from the CD. If your computer does not have a CD-ROM drive and disks were not included with your printer, see page 49 in the user’s guide for information on obtaining printer software.

To ensure successful installation of the printer software:

1. Make sure your computer is fully set up and operational.
2. Check that the printer is properly set up and ready to print using the instructions in this setup guide.
3. Make sure that the printer is connected directly to the computer (remove any switch boxes or other devices using the same port) and check that all cable connections are firm.
4. Make sure the computer and the printer are turned on.
5. Close any virus protection programs or other software programs that are running on your computer (see page 13 for instructions).

Beginning on page 9, follow the installation instructions for the operating system on your computer.
Installing from the CD
(recommended method of installation)

Windows 95, Windows 98, Windows NT 4.0

6 Insert the CD into your CD-ROM drive.
After a few seconds, the HP DeskJet opening screen appears.

7 If the opening screen does not appear, do the following:
   a. Click Start on the taskbar, and then click Run.

   b. Type d:\setup and click OK.
   If your CD-ROM drive is assigned to a letter other than “d,”
type that letter instead.

8 When the opening screen appears, click Install the HP DeskJet 690C Series Software on your PC and follow the instructions on the screen.
If something goes wrong, see page 14.

9 When the installer instructs you to restart Windows,
the installation is complete. Remove the CD from your CD-ROM drive and restart Windows.
10 When the Communication Test dialog box appears, click Test.

11 Do one of the following:

- If the test is successful, skip the rest of this section and go to page 15.
- If the test is not successful, click Troubleshoot and try to correct this problem. If you cannot correct this problem, click OK. For more information about printer communications, see page 13.

Windows 3.1x

6 Insert the CD into your CD-ROM drive.

7 In the Program Manager, click File and then click Run.
8 Type `d:\setup` and click **OK**.
   If your CD-ROM drive is assigned to a letter other than “d”, type that letter instead.

9 When the opening screen appears, click **Install the HP DeskJet 690C Series Software on your PC** and follow the instructions on the screen.
   If something goes wrong, see page 14.

10 When the installer instructs you to restart Windows, the installation is complete. Remove the CD from your CD-ROM drive and restart Windows.

11 When the Communication Test screen appears, click **Test**.

12 Do one of the following:
   • If the test is successful, skip the rest of this section and go to page 15.
   • If the test is not successful, click **Troubleshoot** and try to correct this problem. If you cannot correct this problem, click **OK**. For more information about printer communications, see page 13.
Installing from Disks

Windows 95, Windows 98, and Windows 3.1x

6 Insert Disk 1 into the disk drive.

7 Windows 95 and Windows 98 users: click Start on the taskbar and then click Run.

   Windows 3.1x users: in the Program Manager, click File, and then click Run.

8 Type a:\setup and click OK.

   If your disk drive is assigned to a letter other than “a”, type that letter instead.

9 When the opening screen appears, click Install the HP DeskJet 690C Series Software on your PC and follow the instructions on the screen.

   If something goes wrong, see page 14.

10 When the installer instructs you to restart Windows, the installation is complete. Remove the disk from your disk drive and restart Windows.

11 When the Communication Test dialog box appears, click Test.

12 Do one of the following:

   • If the test is successful, skip the rest of this section and go to page 15.

   • If the test is not successful, click Troubleshoot and try to correct this problem. If you cannot correct this problem, click OK. For more information about printer communications, see page 13.
Additional information about installing your printer software

Closing software programs

In Windows 3.1x:

1. While holding down ALT, press TAB to locate an open software program.
2. When you locate an open software program, release both keys.
3. Click File, and then click Exit.
4. Repeat steps 1 through 3 for each open software program.

In Windows 95, Windows 98, and Windows NT 4.0:

1. Right-click the software program on the taskbar and click Close.
2. Repeat step 1 for each open software program.

Setting your printer as the default

To set your printer as the default in Windows NT 4.0:

1. Click Start on the taskbar, click Settings, and then click Printers.
2. Right-click the HP DeskJet 690C Series Printer icon and choose Set As Default.

Communications test and two-way communications

The printer software tests the communication between your computer and your printer and tells you if you have two-way communication. Two-way communication allows communication between your printer and the computer and gives you access to all the features of your HP Deskjet printer. The cable between your printer and computer must be bidirectional to allow two-way communication—the HP IEEE-1284-compliant Parallel Interface Cable (C2950A) is best. If you do not have two-way communication, your printer cannot send messages to the computer. However, you can still print.
If you have problems installing

1 Make sure your printer is on and all connections are firm. Ensure that no other peripherals are connected to the printer cable. Make sure your cable is IEEE-1284-compliant.

2 Exit your software program and turn off the computer and the printer. Turn on the printer and then turn on the computer.

3 Close any virus protection programs that are running on your computer. Right-click the virus protection program icon in the taskbar status area, and then click Disable.

4 Uninstall the printer software using the instructions on page 66 of the user’s guide.

5 Try the installation process again.

6 If you get a message that two-way communication is not working, click OK and continue with the rest of the installation. For more information on the communication test, see page 13.

If you’re still having problems with the installation

Try the installation process again. If you still have problems, call an authorized HP dealer or call your HP Customer Support representative. For the phone number nearest you, see page 50 in the user’s guide.
Align the print cartridges

To ensure that you get the best print quality, align the print cartridges for the final step in setting up your printer. Be sure to align the cartridges whenever you install a new cartridge.

1 Be sure the printer’s IN tray contains plain paper.
Don’t waste your HP Photo Paper or HP Premium Glossy paper by using them to align the cartridges.

2 Double-click the HP Toolbox icon on the computer screen.

   Windows 95, Windows 98, & NT 4.0
   HP DeskJet 630C Series Toolbox
   Windows 3.1x
   HP DeskJet 630C Series Toolbox

3 Select the Printer Services tab, and then click Align the print cartridges. Follow the directions on the screen.
Print a Page

You’re done setting up your printer! While you still have the HP Toolbox open, you can try printing a page, just to see what your printer can do.

1. On the Printer Services tab of the HP Toolbox, click Print a test page.

2. Check out the results!
   You’re ready to print your own work. For instructions, tips, and some fun suggestions, see the user’s guide.
Support and Registration

For product support and printer registration, please refer to the HP DeskJet Support Web site:

http://www.hp.com/support/deskjet

HP is dedicated to giving you fast and accurate customer support. So that we can give you the best service possible, please have the following information available:

- What is the serial number of your printer? (The serial number label is on the bottom of the printer.)

- What model of printer do you have?

- What brand and model is your computer?

- What version of printer software are you using? (See your Printer Setup dialog box for the name of the selected driver.)

   ____________________________
   ____________________________
   ____________________________
   ____________________________

   HP DeskJet 695C/697C
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Printing History

Edition 1, April 1998

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1 How Printing Works

1. You lay out the page and choose the text, pictures, fonts, and colors from your software program (such as a word processor or drawing program).

2. You select settings such as paper type, paper size, orientation, and print quality in the HP print settings dialog box.

3. You check your print job status, and get help on printing and solving your print problems in the HP Toolbox.

4. Your software program and the printer software send information to the printer, where it is translated into dots of ink on the page.
5 The printer sends information to the computer about the printing progress, as well as any errors which display on your screen.

6 The printer picks up the top sheet from the stack in the lower (IN) tray, prints on it, passes it to the upper (OUT) tray, then picks up the next top sheet from the stack in the IN tray.

7 Your printer prints at different speeds, depending on the complexity of the job and the print quality you have chosen. Graphics and color printing takes longer than black and white printing.

To learn more about what your printer can do for you, see these pages:

- **Banners**
  See page 25.

- **Cards**
  See page 38.

- **Envelopes**
  See page 29.

- **Labels**
  See page 36.

- **Paper**
  See page 5.

- **Photographs**
  See page 19.

- **Transparencies**
  See page 33.
Although your printer can do some pretty fancy stuff, most of the time you’ll be printing words and pictures on paper. The process is simple: just choose the paper you want to use, put it in your printer, and print from the software program you’re using on your computer.

If you want to know more about the printing basics, including how to print a photograph, read on.
How to choose paper

Most plain photocopy paper works fine in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use one of the Hewlett-Packard papers, which were developed especially for HP inks and your printer.

What to consider:

- **Size.** You can use any size paper that fits easily within the paper adjusters of the printer.

- **Weight.** You can choose from a wide range of paper weights. Use 20-24 lb or 75-90 g/m² plain paper for multipurpose, everyday use.

- **Brightness.** Some papers are whiter than others and produce sharper, more vibrant colors. Use HP Photo Paper or HP Premium Photo Paper for printing photographs and documents with photographs; use white paper, such as HP Bright White Inkjet Paper for everyday color printing.

- **Surface smoothness.** The smoothness of the paper affects how crisp the printing looks on the paper. Paper with a high cotton content (25% to 100%) tends to offer greater surface smoothness. Glossy, coated paper works well for pictures and charts (where you want crisp lines with intense, high-quality colors) and for photocopying.

- **Opacity.** Opacity refers to the degree to which printing on one side of the paper shows through to the other side. Use paper high in opacity (or thicker paper) for two-sided printing.

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Get the right paper

Use Hewlett-Packard paper when you want the most vivid color and the sharpest text; it’s an especially good investment when you plan to make copies. Look for it at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.

For something beyond pure white, explore local office supply and paper stores. Or browse computer magazines for the names of companies that offer paper by mail. Most mail order companies sell a sampler kit of every paper they stock to give you a library of papers that fit most any need.

The best paper for photographs

Use HP Photo Paper or HP Premium Photo Paper for the best-looking printed photographs.
How to put the paper in the printer

The lower (IN) tray is the printer’s launch pad. Careful preparation ensures a successful journey. Make sure all the paper in the tray is the same size and is stacked neatly and snugly for a smooth take-off.

Let’s walk through the process step-by-step:

1. Slide out the paper-width and paper-length adjusters to make room for the paper.
   Do this no matter what size paper you’re using.

   ![Paper-width adjuster](image1)
   ![Paper-length adjuster](image2)

2. Fan the edges of the paper stack to separate the pages. Then tap the stack on a flat surface to even it.

---

**Paper that won’t work**

- Highly-textured stock, such as linen, might not print evenly; the ink might bleed into these papers.
- Extremely smooth, shiny, or coated papers not specifically designed for an inkjet printer might jam the printer and might actually repel ink.
- Multi-part forms (such as duplicate or triplicate forms) could wrinkle in the printer or get stuck; the ink is also more likely to smear.
- Paper in poor condition—with tears, dust, wrinkles, or curled or bent edges, or that doesn’t lie flat—could jam the printer.
3 Put the paper in the lower (IN) tray, print side down.
Most paper prints better on one side than on the other. The print side is usually indicated on the paper package.

4 Slide the paper adjusters so that they fit snugly against the edges of the paper.
Make sure the paper still lies flat in the tray.

**Paper Pointer**
Your printer can’t print right to the edge of the paper. Be sure to set the margins so that the document falls within the printable area, or part of it might be cut off. For details, see page 59.
How to print on standard paper sizes

1. Check your print settings.

Choose your print settings in the HP print settings dialog box. (See page 41 to find out how to get to the box.)

Choose color options on the Color tab.

Choose print quality, paper size, paper type, and banner printing, on the Setup tab.

Click the Color tab.

Click the Setup tab.

First click the down arrow, and then click your selection.

---

Handy Hints

Printing from MS-DOS

For information about printing from MS-DOS software programs, see page 64.

Click ‘n’ go

Look for this Print button at the top of your screen in your software programs — simply click it to print one copy using the last print settings.
Handy Hints

Seeing fonts close up

Most software programs only give you a peek at the way a font looks. But if you’re working in Windows 95, Windows 98, or Windows NT 4.0, it’s easy to print a sample page of each font. Simply click Start and then click Settings. Click Control Panel and then double-click Fonts. Double-click any font for which you want to preview and print a sample.

Choose two-sided printing, orientation, and flip horizontal options on the Features tab.

2 Click OK in the Print box of your software program to save your settings and start printing.

You might need to click File and then click Print to reach the Print box.

That’s all there is to it. The printer prints one page at a time until it finishes, delivering each printed page neatly into the printer’s upper (OUT) tray.
While you’re printing

It takes a few moments for the printing to start, because the printer is receiving information from the computer. During printing, the printer might pause occasionally to receive more information. (Don’t worry, it’s normal.)

If you run out of paper before you’re finished

The printer prompts you to add more paper. Put the paper in the lower (IN) tray and press Resume.

If you want to check the printing progress

Double-click the HP Toolbox icon, which appears at the bottom of the screen in the taskbar (Windows 95, Windows 98, and Windows NT 4.0) or on the desktop (Windows 3.1) every time you start a print job.

Click the Printer Services tab to see which page is printing.

What If?

The paper is stuck in the printer

First, turn the printer off and click Cancel Printing (if a message appears on your screen). Pull all the jammed or torn paper from the printer. Turn the printer back on, and print the document again.

You just get black and shades of gray instead of color

Perhaps the color printing is turned off. On the Color tab of the HP print settings dialog box, make sure the Print in Grayscale check box is not selected (does not contain a “✓”).

You just get black and shades of gray instead of color

Perhaps the color printing is turned off. On the Color tab of the HP print settings dialog box, make sure the Print in Grayscale check box is not selected (does not contain a “✓”).
If something goes wrong

Sometimes, in spite of your best efforts, something goes wrong during printing. Maybe a sheet of paper jams in the printer or nothing happens at all.

- If the printer detects a problem, it displays a message on your screen.

![HP Toolbox screen](image)

- If you notice that something is wrong, click the *Troubleshooting* tab in the HP Toolbox and follow the instructions on the screen. (See page 44 to find out how to get to the HP Toolbox.)

![HP Toolbox Troubleshooting tab](image)

### What If

**The printouts are smeared or uneven**

First, check the print cartridges—they might be dirty or low on ink. To find out how to clean or replace them, see the instructions beginning on page 55.
How to print on nonstandard paper sizes

Most of the time, when you print on plain paper, cards, labels, and envelopes, you select one of the standard sizes in the Paper Size box on the Setup tab of the HP print settings dialog box. However, you're not limited to the sizes listed. Just make sure that the size of the paper falls within the following dimensions (so both of the printer rollers can pick up the paper):

- **Width**: 5 to 8.5 inches (127 to 215 mm) with card guide down
  4 to 8.5 inches (100 to 215 mm) with card guide up
- **Length**: 6 to 14 inches (152 to 356 mm)

Then follow these steps:

1. In the HP print settings dialog box, click the Setup tab, and then select Custom in the Paper Size list. (See page 41 to find out how to get to the HP print settings dialog box.)

   ![Click Custom]

   **See page 41**

Make your own notepads

Design and print your own notepad, then copy it and trim the paper into the right size sheets. Have your local copy center turn them into pads or pad them yourself. Look under Printing Supplies in your telephone directory to find a source for the special glue called “padding compound.”
2 Type the dimensions of the paper in the Custom Paper Size dialog box, and click OK.

3 Put the paper in the printer, and print as you would for normal paper sizes.

**AFTER PRINTING**

Change the paper size back to Letter, or A4, or whatever paper size you plan to print on next.
How to print on both sides of the paper

The easiest way to save paper is to print on both sides. Just put the paper through the printer twice: the first time through it prints the odd-numbered pages and the second time through it prints the even.

1. Put the paper in the lower (IN) tray.
   Make sure that there’s no paper in the upper (OUT) tray.
2. In the HP print settings dialog box, click the Setup tab, and click Plain Paper or HP Photo Paper as the paper type. (See page 41 to find out how to get to the HP print settings dialog box.)
3. Click the Features tab and then click Book or Tablet.

Print your document.
   The printer automatically prints only the odd-numbered pages.

What paper works best for double-sided printing

Look for any paper in which pictures and text printed on one side don’t show through on the other. Collect samples that are heavier than 24 lb (90 g/m²) paper, and test them to make sure they meet your needs.

What If

- You might have chosen Tablet instead of Book on the HP print settings dialog box. (See step 3 above.)
- You might have forgotten to rotate the paper after the first side printed. Print the document again, carefully following the directions on your screen.
5 Put the printed pages back in the lower (IN) tray of the printer.
   A message on your screen tells you which direction to put the printed
   pages back in the printer. The following illustration shows how to put the
   paper back in the printer for portrait orientation and the Book option.

   **Book option**

   ![Illustration of how to put paper back in the printer for portrait orientation]

   Odd-numbered pages print first. Reload to print the even-numbered pages.

   **Tablet option**

   ![Illustration of how to put paper back in the printer for tablet orientation]

   Odd-numbered pages print first. Reload to print the even-numbered pages.

6 When the paper is ready, click Continue.

**AFTER PRINTING**

Change the Two-Sided Printing option back to None.

---

**What If**

**Both pages printed on one side of the paper**
You put the paper print side down when you replaced it in the printer. Print your
document again, carefully following the message on your screen.

**The ink smeared**
The ink might not have dried completely, so wait a little longer before you
print the second side. You can shorten drying times by reducing the quality of the
printing—for example, from Normal to EconoFast mode. (Directions for
changing print quality begin on page 41.)
How to flip a document

When you print a flipped document, the text and pictures are reversed, so they’ll be correct when transferred. (See the bottom of this page for some ideas about using flipped documents.)

1. Put the paper in the lower (IN) tray, print side down.
   If you’re using transparencies or special paper, you might need to follow additional directions. (See page 33 for information about printing transparencies.)

2. In the HP print settings dialog box, click the Features tab, and then click Flip Horizontal. (See page 41 to find out how to get to the HP print settings dialog box.)

Handy Hints

Better than a card
Make a t-shirt for that special birthday or your child’s team. Use a photograph you took or a design of your own. And why stop at t-shirts? Transfer images to aprons, pillow covers, or lightweight jackets.

Call a computer or office supply store for HP Iron-On T-Shirt Transfers. Get a 100%-cotton or poly-cotton t-shirt—light colors work best. Then put your photograph or design in a computer document. (To find out how to do this, see page 19.)

Now print using the Flip Horizontal option. Be sure to place the transfer paper blank side down in the printer. Use the color and photo cartridges with Plain Paper or HP Premium Inkjet Paper print settings.
Handy Hints

Protect your transparencies
Sometimes you want to make notes right on a transparency as you talk, but you risk damaging it. If you print the transparency as a flipped document, you’ll be able to project it so you can make your notations on the back. Now, it’s easy to wipe off the notes without scratching the original.

What If

The letters on my transfer aren’t reversed
You forgot to click *Flip Horizontal* on the *Features* tab of the print settings dialog box. Repeat step 2 on the previous page, and print the transfer again.

AFTER PRINTING

1. In the *Features* tab of the HP print settings dialog box, click *Flip Horizontal* to remove the checkmark.
2. If you used transparencies or special paper, replace it with your everyday paper.

3. Print your document.
   The text and pictures are backwards. Hold it up to a mirror to see how the final product will look.
About color

Believe it or not, your color printer prints with only four colors—cyan, magenta, yellow, and black. By printing overlapping dots of different intensity and color, it creates practically any color you can imagine.

Your printer is especially smart about printing color. (That’s why HP called the technology ColorSmart™!) When you print a document in color, the printer marks each element in your document—text, full-color photographs, and graphics (such as pie charts with solid blocks of color)—and renders each at its vivid best. (If you use the photo cartridge when you print color photographs, you’ll get photo-quality images!) Not only is the color quality high, for whatever you’re printing, but it’s also less expensive than making color copies at a copy shop.

How to turn off color

The color text and pictures that you create in your documents automatically print in color. You can print drafts of your color documents in grayscale if you’re going to photocopy them or if you want to save time and ink.

- In the HP print settings dialog box, click the Color tab, and then click Print in Grayscale.

Now your color documents print in shades of gray until you change the setting. For faster draft printing in grayscale, use the black print cartridge, not the photo cartridge.

What If

The printed colors don’t match the screen colors

Because of the physics of how color is made on screen (with light) and at the printer (with dyes and pigments), there might always be a slight mismatch.

However, if the differences are dramatic the wrong cartridge might be in the printer—insert the photo cartridge for printing photographs; insert the black print cartridge for printing other pictures and text.

The colors aren’t as vivid as they should be

The printer might be low on ink. Or you might be printing on the wrong side of the paper. If turning the paper over makes no difference, change the quality of printing to Best. If you’re using a special paper, change the Paper Type setting to match the paper. (Step 1 in How to print on standard paper sizes on page 8 tells how.)
About photographs and pictures

Pictures (also called *graphics*) include photographs, illustrations, charts, and decorative elements.

How to get a picture on your computer

To put a picture in a computer document, you first need to convert it into an electronic form (a computer file). Then it’s simple to copy it into a document—the guide for the application you’re using tells you how. Here are some possibilities for getting your pictures into an electronic form:

- Draw the pictures, using the drawing tools in a software application.

- Use ready-made clip art. You can purchase libraries of clip art from a variety of sources or browse the Internet for what’s available there. See “Need a picture?” below for more ideas.

Handy Hints

**Need a picture?**

Look through computer magazines for the names of companies that sell clip art. They’ll be happy to send you full-color pictures of their extensive offerings. The only limits will be your desire and pocket-book! Or browse in the art sections of bookstores for books of copyright-free pictures such as old-fashioned illustrations, engravings, or elaborate alphabets. Remember that it is against the law to copy any photograph unless you have been given specific permission to do so by the person or company who owns the negative.
- Scan the pictures yourself. Use your own scanner or gather your pictures together and rent a scanner at a local copy shop.

- Get your photos scanned at your local camera shop. For a small fee, you can have an entire roll of photos put on a CD. Be sure to ask your camera shop to also put a CD-viewing program on the CD with your photos.

- Take a digital photo. A digital camera bypasses film entirely and turns the photo into a computer file. Call a full-service copy shop or a camera supply store about renting one.

**Paper Pointer**

Make a good impression

Use HP Photo Paper or HP Premium Photo Paper for best results when you're printing with the photo cartridge. HP Photo Paper is heavyweight and ideal for two-sided photo projects. HP Premium Photo Paper looks and feels like traditional photo paper. It is ideal for family portraits, reprints, and enlargements. Look for them at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.

Wrap it up

For a small gift, design and make your own wrapping paper by copying your company logo or your child’s drawing over an entire page.
How to print a photograph

Each time you print photographs, you replace the black print cartridge with the photo cartridge. Therefore, it makes sense to save photographs and print them in a single printing session.

First, put the photo cartridge in the printer:

1. With the printer turned on, open the top cover.
   The cartridge cradles move to the center of the printer and the Resume light flashes.
2. Pull the top of the black print cartridge toward you until it pops loose. Then lift it from its cradle.

3. Store the black print cartridge in the print cartridge storage container.

Protect your cartridges
Always store the cartridge that you’re not using in the storage container. It’s specially designed to protect the ink nozzles from damage and to keep the ink from drying out.

Make a great calendar
The sturdy quality of HP Photo Paper makes it ideal for a photographic calendar. Print the photographs on the glossy side and the monthly grid on the matte side. Then take the printed pages to a copy shop to have them bound with a spiral or comb binding.
4 Place the photo cartridge into the now-empty cartridge cradle, and push it back into position.

You hear a click when the cartridge sits snugly in its cradle.

5 Close the printer’s top cover.

The cradles return to their home position on the right side of the printer and the Resume light stops flashing.

Next, align the cartridges:

- If you’re using a new cartridge, align the cartridges as described in step 7 of the setup guide.
- Use plain paper when aligning the cartridges to save your HP Photo Paper.

What If

Pictures take longer than you expect to print, or they don’t print at all

Be patient. Because of their complexity, pictures (particularly color photographs) can take a long time to print.

If you’re printing a draft, you can speed up printing by using EconoFast print quality (directions begin on page 41), though the quality won’t be the best. Or you can turn off color altogether and use the black print cartridge for a fast, inexpensive black draft.
Now, print your photograph:

1. If you are using HP Photo Paper or HP Premium Photo Paper: In the Setup tab of the HP print settings dialog box, click HP Photo Paper or HP Premium Photo Paper for the Paper Type. (See page 41 to find out how to get to the HP print settings dialog box.)
2. Put the HP Photo Paper in the lower (IN) tray, ensuring that the side on which you want to print is facing down.
3. Print your document containing the photographs.

AFTER PRINTING

1. Remove the photo cartridge out of the printer and replace it with the black print cartridge. Store the photo cartridge in the storage container.
2. If you used any special paper, remove it from the lower (IN) tray and replace it with plain paper.
3. Reset the printer’s other options for whatever you’ll be printing next.

What If

The colors in the photograph aren’t what you expected and the shadows are missing

Be sure you put the photo cartridge in the printer. Follow the steps on pages 21–23 and print the photograph again.

Pictures don’t look as crisp as the scanned original

- The picture might have been scanned at a higher number of dots per inch (dpi) than your printer can print. To get the best results, scan photographs at 150 or 300 dpi. If you scan them at a higher dpi, the print quality is not improved and the pictures actually take longer to print.

- You might be printing photographs with the black print cartridge rather than the photo cartridge.
In this chapter

With the printing basics down, you’re ready for some fun. Here’s more of what your printer can do:

- Print banners to welcome back the home team.
- Print a stack of envelopes or print one envelope at a time.
- Print transparencies for that important presentation.
- Print labels—a quick way to get those monthly mass mailings out the door.
- Print your favorite family recipes on index cards.
Paper Pointer

Your best bet
If you use HP Banner Paper, your banners print with fewer paper jams, brighter color and denser blacks. It’s easy to use, too—you don’t have to tear off those pesky perforated strips! Look for HP Banner Paper at any office supply store, or call HP Direct. See page 62 for the phone number nearest you.

If you don’t use HP Banner Paper, use 20 lb or 75 g/m² paper. Expect problems with lighter or heavier paper.

Banner paper that won’t work
Avoid coated paper—for example, paper that’s colored on one side and not on the other.

Banners

We encourage you to use HP Banner Paper for the very best results. However, if you use computer or z-fold paper for your banners, we recommend that you use 20 lb or 75 g/m² paper. Always do a good job of fanning the paper before loading it.

1. Create your banner in any software program that lets you make banners.
2. Click the Setup tab and then click Banner in the HP print settings dialog box. (See page 41 for how to get to the HP print settings dialog box.)
3. Slide the banner lever to the right until it clicks into place.

In general, the color and black print cartridges are used when printing a banner.
4. Remove all paper from the lower (IN) tray and flip up the banner support in the upper (OUT) tray.

5. Get the banner paper ready for the printer:
   - From the stack of banner paper, tear off at least one more sheet than you need to print the banner. The stack of banner paper must contain a minimum of 10 sheets.
   - Tear off the perforated strips, if any exist.
   - Unfold and refold the stack so the pages don’t stick together in the printer.

**What If**

**The banner has a big gap or a crease where you don’t expect it**

The printer may be picking up more than one sheet of paper at a time. Take the paper out and then unfold and refold the stack. Make sure you have at least 10 sheets of paper in the printer. Also be sure the top and bottom margins are set to zero in your banner program. Print it again.

**The printer jams while printing the banner**

- You did not select *Banner* in the HP print settings dialog box. Follow the directions in step 2 on page 25, and try printing again.
- Try putting in more than 10, but less than 20 sheets of paper into the lower (IN) tray.

**Make sure the banner support is up.**
6 Put the paper in the lower (IN) tray so that the torn edge is at the top of the stack, and facing into the printer.

7 Print your banner.

You'll notice that the printer and banner paper go through some start-up movements—don't worry, it's normal. Also, banner printing takes a while; it might be several minutes before you see the results.

8 After your banner prints, press Resume as many times as needed until all the banner paper is out of the printer.

What If

You get a message that says you're out of paper, but you're not

You did not push in the paper-length adjuster all the way. Make sure it's snug against the paper, and then try printing again.

The text is fuzzy after printing a banner

If the print quality seems especially poor when you switch from banner printing, you might have forgotten to reset the printer for cut-sheet paper.
**AFTER PRINTING**

Reset both the printer and the printer settings for plain paper or for whatever you’ll be printing next:

- In the *Setup* tab of the HP print settings dialog box, click *Cut-Sheet*, and then click *OK* to save the setting.
  - Slide the banner lever to the left until it clicks into place.
  - Lower the banner support.
  - Put plain paper in the lower (IN) tray.

---

**Handy Hints**

**Think big!**

- When you make a banner, remember that it is meant to be seen from a distance. Delicacy, intimate details, and subtlety often disappear at a distance.
- Keep the banner simple—try using just a few words, one big picture, and large, bold fonts.
- Use high-contrast pictures without a lot of detail.
Envelopes

Many programs include a feature for printing envelopes. In that case, follow the program’s instructions for setup and for placing the envelopes in the printer.

Your printer provides two methods for printing envelopes:

- If you’re printing a single envelope, you can use the single-envelope slot and leave your paper in the lower (IN) tray. This allows you to print the envelope and then a letter.
- If you’re printing a stack of envelopes, use the lower (IN) tray.

How to print a single envelope

1. In the HP print settings dialog box, click the Setup tab, and then select an envelope size in the Paper Size drop-down box. (See page 41 for how to get to the HP print settings dialog box.)

See page 41

Select an envelope.

Click OK.

Envelopes that won’t work

Steer clear of shiny or embossed envelopes, or those that have clasps or windows. (For these types of envelopes, use transparent labels instead.) Also, envelopes with thick, irregular, or curled edges or with areas that are wrinkled, torn, or otherwise damaged could get stuck in the printer.

Wrap a letter

An envelope is like gift wrap. It can impress and intrigue, provoking the receiver to open it. You can buy envelopes made from recycled, out-of-date maps or recycled art magazine pages. Browse a large stationery or paper-specialty store for them.
2 Slide the envelope into the single-envelope slot, as shown here, until it stops. Make sure there’s paper in the lower (IN) tray.

3 Print the envelope.

How to print a stack of envelopes

1 In the HP print settings dialog box, click the Setup tab, and then select the envelope you’re printing on as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)

What If

The envelope won’t come out of the printer
It might be stuck on the card guide or banner support—make sure it’s lying flat. If you’re printing one envelope at a time, make sure paper is in the lower (IN) paper tray.

Your envelopes print like this
You might have put the envelope in wrong. Or you might not have selected an envelope in the Setup tab of the HP print settings dialog box. Or you might not have made a special adjustment required by your word processor—see the word processor’s guide for instructions.
2 Slide both paper adjusters out. Make sure the lower (IN) tray is empty.

3 Put a stack of up to 20 envelopes in the printer, as shown below. (If you’re using thick envelopes, you might need to reduce the quantity.)

**What If**

You can’t get the return address to print close to the left edge of the envelope

Your printer can’t print all the way to the left edge. You can avoid this problem by using envelopes preprinted with your return address, by printing the address on a label, or by stamping it on.

left = 0.84 inch (21 mm)
right = 0.04 inch (1 mm)
top = 0.125 inch (3.2 mm)
bottom = 0.125 inch (3.2 mm)
4 Slide the paper adjusters so that they fit snugly against the edges of the envelope.

If you’re printing on small envelopes such as Invitation A2 or C6, you need to lower the handle on the paper-length adjuster so that it slides under the upper (OUT) tray.

5 Print the envelopes.

**AFTER PRINTING**

- Reset the Paper Size and Paper Type on the Setup tab of the HP print settings dialog box for whatever you’ll be printing on next.

---

**Handy Hints**

**HP on the Web**

You can get the latest product information, troubleshoot problems, and download the latest printer software from the HP Web site at [http://www.hp.com](http://www.hp.com) or [http://www.hp.com/go/peripherals](http://www.hp.com/go/peripherals).
Transparencies

For best results, use HP Premium Inkjet Rapid-Dry Transparencies, or transparencies specifically designed for inkjet printers, for your overhead presentations.

1 In the HP print settings dialog box, click the Setup tab, then select HP Transparency as the Paper Type. (See page 41 for how to get to the HP print settings dialog box.)

See page 41

Select HP Transparency.

Paper Pointer

Your best bet

The film coating on HP Premium Inkjet Rapid-Dry Transparencies is especially developed to work with HP inks, giving you crisp images and text and the fastest drying time. In addition, they won’t jam your printer. Look for them at any office supply store, or call HP Direct. See page 62 for the phone number nearest you.
2 Make sure Best is selected as the Print Quality. It isn’t absolutely necessary to use the Best Print Quality, but it’ll give you the best results. If you’re in a hurry, use Normal Print Quality.

3 Put the transparencies in your printer with the rough side down and the adhesive strip forward. (You can peel off the adhesive strip after printing.)

What If
The ink never dries or there are cracks in the solid blocks of color

- You printed on the wrong side of the transparency. Make sure to put it in the printer with the rough side down.
- You might be printing on a transparency that wasn’t designed for an inkjet printer.
4 Slide in the paper adjusters, just as you would for plain paper.

5 Print the transparency.

6 Be patient.
   Because the printer uses more ink, lays the colors down more slowly, and allows for a longer drying time between sheets, transparencies take awhile to print.

**AFTER PRINTING**

- Remember to change the Paper Type back to *Plain Paper* or whatever you’ll be printing on next.
- Remember to change the Print Quality back to *Normal* or whatever is appropriate for what you’ll be printing next.

---

**What If**

The quality isn’t what you were expecting
You might not have chosen the right paper type and print quality. Follow the steps on pages 33–35, and try printing again.
Labels

You can use your HP DeskJet printer to print sheets of labels. We recommend Avery InkJet Labels which are designed for your inkjet printer.

1. Click the Setup tab in the HP print settings dialog box. Then select Plain Paper as the Paper Type and Letter or A4 as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)

2. Then select Normal as the Print Quality.

3. Fan the edges of the label sheets to separate them.

Labels that work

Use only U.S. letter- or A4-size sheets of labels. It’s particularly important to pick labels that are made especially for inkjet printers. Otherwise, labels could peel off in your printer or the ink might not dry.

Labels that won’t work

Sheets of labels that are folded, curled, wrinkled, or partially used can get stuck in the printer. Labels that are over two years old or that have been exposed to extreme temperatures might not stick well because the glue has deteriorated.

Save on labels

To save on label sheets, print a test on ordinary paper. Then put the paper on top of the label sheet. Hold them up to the light to see how the text aligns on the label(s). Make adjustments as needed before printing on the label sheets.
4 In the lower (IN) tray, place up to 25 label sheets on top of about 5 sheets of plain paper of the same size.

5 Slide the paper adjusters to fit snugly against the stack.
6 Print the labels.

**AFTER PRINTING**

You can leave the settings as they are if you’re going to be printing on plain paper. You might want to change the Print Quality to *EconoFast* for printing drafts.

---

**Ship it**

Scan your logo in full color, and add it to your company address to print distinctive (and inexpensive!) labels for packages and manila envelopes. Avery makes both white and clear shipping labels for inkjet printers.

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**Zany stickers**

Page-size label paper is great stuff:

- Make a long sticker by printing across the width of the label. (In your software program, set the orientation to *Landscape.*) Just make sure the label is made for use in inkjet printers.

- Make a bunch of stickers and print them. Cut out special shapes with wacky scissors available at most craft or art supply stores.
Cards

Use your printer to print on index cards or postcards—or any card size included in the Paper Size list on the Setup tab shown below. (You can print on other sized cards, too. The tip at the bottom of this page tells you how.)

1. In the HP print settings dialog box, click the Setup tab, and then select a card as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)

2. Remove the upper (OUT) tray and raise the card guide.

Printing nonstandard cards

If the dimensions of your card aren’t the same as those shown in step 1 above, print it as for a nonstandard paper size (see page 12).

Card stock

You can choose from literally hundreds of cards with preprinted designs for every occasion—you just add your own personal message.

You’ll also find letter-sized sheets of perforated business cards. Postcards come this way, too. Some of the cards have pre-printed designs for added style.
3 Put a stack of up to 30 cards in the lower (IN) tray.
Make sure the right edge of the card stack rests against the raised card guide.

4 Lower the handle on the paper-length adjuster so that it doesn’t interfere when replacing the upper (OUT) tray.

5 Slide the paper adjusters so that they fit snugly against the cards.

---

**Paper Pointer**

**Making folded cards**

HP makes Greeting Card Paper with 20 blank white sheets and matching envelopes. Create your own design and message in a program that can make folded cards. Print following the directions for printing on standard paper sizes on page 8. Then fold the paper into a card. Look for the HP Greeting Card Paper Kit at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.
6 Replace the upper (OUT) tray.
You might need to lift up the top cover a little to do this.

7 Print the cards.

AFTER PRINTING
- Return the card guide to the down position.
- Change the Paper Type and Paper Size in the HP print settings dialog box to match whatever you’ll be printing next.

What If

The cards jam the printer
They might be caught on the banner support even though the support is lying flat. Try putting a few sheets of paper in the upper (OUT) tray of the printer to solve the problem.

You want your cards to print sideways
Change the orientation of the page to Landscape in your software program. (The software program guide tells you how.)
How to Get the Most Out of Your Printer

Open the HP print settings dialog box...

Where is it? The way you get to the box (labeled *HP DeskJet 690C Series Printer*) varies depending on the software program and the operating system you’re using. Try these strategies from the File menu of your document, and you’re sure to get there.

**Try This**

1. Click **File** and then click **Print**.

2. Then click whichever button you see—**Properties**, **Setup**, or **Printer**.

3. If you still don’t see the box, click **Setup**, **Options**, or **Properties**.

**...Or Try This**

1. If **Print** isn’t there, click **Printer Setup** or **Print Setup**.

2. Then click whichever button you see—**Setup** or **Options**.
...then click a tab, and then click a setting.

Save time and ink. Click *EconoFast* print quality.

Show your finished work at its best. Click *Best* print quality.

Select the appropriate settings. Choose the correct paper size and type for the job.

Save time and color ink. Click here to print drafts of color documents in shades of gray.

Fine-tune your printing. Pick options to create the effect you want.

Save money and trees. Print on both sides of the paper.

Print clearly. Align your black and color print cartridges, and clean them when necessary.
5 Getting Help When Things Go Wrong

In this chapter

You will find information on how to troubleshoot and solve problems with your printer. If you need additional assistance, this chapter tells you everything you need to know about contacting HP Customer Support.
The HP Toolbox

The HP Toolbox tells you how to print and how to troubleshoot your printing problems. It even aligns and cleans your print cartridges for you. For each Windows system, here are a couple of places to find it.

Windows 95, Windows 98, and Windows NT 4.0

Double-click the HP Toolbox shortcut icon. This shortcut is always on your desktop.

Click the HP Toolbox taskbar button. This button appears on the taskbar at the bottom of the screen when the HP Toolbox is open and whenever you’re printing.

Windows 3.1x

If you close the HP Toolbox, it reappears when you’re printing. You can also double-click the HP Toolbox icon in the HP DeskJet Utilities group in the Program Manager.

Double-click the HP Toolbox icon. It’s on your desktop when you start your computer.
Troubleshooting with the HP Toolbox

When problems occur, the quickest way to find a solution is to use the “online” troubleshooting feature. With a few clicks of the mouse, you’ll find your specific problem and details on how to fix it.

1. Double-click the HP Toolbox shortcut (or icon) on your desktop!
2. Then click the Troubleshooting tab.
3. Click the appropriate category (see the next page for an overview).
4. What seems to be the problem?
5. Explore the possibilities!
**Troubleshooting**

---

**The print quality is poor**

- **Cartridges.** If ink is smearing, streaking, or is splotchy:
  - You might need to clean the print cartridges. See pages 55–56.
  - You might need to replace the print cartridges, as described in Step 4 of the setup guide.

**Banner lever.** Make sure the banner lever is pushed to the left unless you’re printing banners.

**Paper.** If the printing is faded or the colors are dull or bleeding into each other, make sure you’re using paper intended for inkjet printers and that you’ve loaded the paper print side down.

**Ink.** You can control the amount of ink on the page by changing the Print Quality on the Setup tab of the HP print settings dialog box.

---

**The text or graphics are in the wrong place**

- **Paper orientation.** If the printing is positioned incorrectly on the page, make sure you’ve selected the correct orientation (Portrait or Landscape) on the Features tab of the HP print settings dialog box.

**Alignment.** If the color ink and black ink don’t line up on the printed page, align the print cartridges. In the HP Toolbox, click the Printer Services tab, and then click Align the print cartridges.

**Loading.** If the printing is slanted or skewed, try reloading the paper.

**Margin settings.** If text is running off the edge of the page:
  - Make sure the margins are set correctly in your software program.
  - Make sure the elements in your document fit within the printable area of the page. (See page 59 for more information about your printer.)
  - Make sure you’ve selected the right paper size on the Setup tab of the HP print settings dialog box.

---

**Something on the page is wrong or missing**

- **Colors.** If the colors are wrong or missing:
  - Clean your tri-color print cartridge. In the HP Toolbox, click the Printer Services tab, and then click Clean the print cartridges.
  - Replace the tri-color print cartridge, as described in Step 4 of the setup guide.
  - Clear the Print in Grayscale option on the Color tab of the HP print settings dialog box.

**Communications.** If meaningless characters are printing on your page, the computer might have lost communication with your printer. Try turning your computer and printer off and then turn them on again. If the problem persists, make sure all cables are plugged in tightly. Make sure you’re using a bidirectional cable. To test the cable, in the HP Toolbox, click the Printer Services tab, and then click Test printer communication.
**Troubleshooting**

**Be patient.** Complex documents, such as color photographs, take a while to print. Check the power light; if it’s blinking, the printer is processing information.

**Power.** Make sure the printer is on (the Power light on the front of your printer should be on) and that all connections are firm.

**Cover.** Make sure the top cover of the printer is closed.

**Paper.** Make sure you put the paper in the lower (IN) tray correctly.

**Communications.** If you see a “Printer not responding” message on your screen, you might be using the wrong cable. (The bidirectional HP IEEE-1284-compliant Parallel Interface Cable is recommended.)

**Print cartridges.** Make sure both print cartridge cradles contain properly installed cartridges with the correct HP part number. (See page 61 for part numbers.)

**Banner lever.** Make sure the banner lever is pushed to the left, unless you’re printing banners.

**Tape.** Make sure you’ve removed the protective pieces of tape on the print cartridges.

**Default printer.** Make sure you’ve selected the HP DeskJet 690C Series printer as the default printer. To check your default printer, click the Troubleshooting tab in the HP Toolbox, and then click A blank page came out. Under Wrong printer selected, click the button for complete instructions on setting a default printer and follow the instructions on your screen.

**Ink.** You might have run out of ink. Replace the cartridges as shown in step 4 of the setup guide.

**Print settings.** If the printer backs the paper up into the lower (IN) tray when you try to print, make sure you’ve selected Banner on the Setup tab of the HP print settings dialog box.

**Setup.** If the paper jams, make sure you slide the banner lever to the right until it clicks into place and that you flip up the banner support in the upper (OUT) tray.

**Loading.** If several sheets feed into the printer at once, be sure at least 10 sheets of banner paper are loaded in the lower (IN) tray. Also try unfolding and folding the paper to get more air between the sheets.

**Paper.** If the paper creases as it passes through the printer, the paper might be inappropriate for banner printing. HP Banner Paper is highly recommended.

**Margin gap.** If you see gaps in the printing at the ends of the sheets, the problem might exist in your software program. See the online troubleshooting help for more information.
What the buttons and lights do

The Resume and Power buttons and lights are on the front of the printer. In general, the lights indicate when the printer is operating correctly and when it needs attention from you. The buttons are used to control the printer.

<table>
<thead>
<tr>
<th>When these lights are...</th>
<th>You need to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚡ Turned off and ⚡ Turned off</td>
<td>Press Power to turn on the printer.</td>
</tr>
<tr>
<td>⚡ Steadily lit and ⚡ Turned off</td>
<td>Send a document to the printer. The printer is in the ready-to-print state.</td>
</tr>
<tr>
<td>⚡ Steadily lit and ⚡ Blinking</td>
<td>If you just installed a print cartridge, make sure the cartridge is securely snapped into the printer with the arrow aligned with the dots on the top of the print cartridge cradle. Close the top cover of the printer if it is open. Check the lower (IN) tray to make sure it contains paper and that the paper is correctly loaded in the tray. Press Resume to clear the error condition. Then check your computer screen for any reported error message and corrective action instructions.</td>
</tr>
<tr>
<td>⚡ Blinking and ⚡ Turned off</td>
<td>No action required. This indicates that either the computer is sending a document to the printer or that the printer is currently busy printing a document.</td>
</tr>
<tr>
<td>⚡ Blinking and ⚡ Blinking</td>
<td>Press Power to turn off the printer. At the computer, cancel any documents awaiting printing. Press Power again to turn on the printer.</td>
</tr>
<tr>
<td>⚡ Steadily lit and ⚡ Steadily lit</td>
<td>See the Troubleshooting tab in the HP Toolbox. A problem exists with your printer.</td>
</tr>
</tbody>
</table>
If you have questions, either general ones regarding how your printer works or specific ones regarding a problem you’re having, you have several possibilities for getting the answers.

Electronic support information

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer.

User Forums

You can get friendly help from knowledgeable users and system operators in the CompuServe (Go HPPER) and America Online (keyword: HP) user forums. In the user forums, you can leave your question and check back later for ideas and solutions suggested by other users. You can read through old messages left by other users to see if anyone else has had a problem similar to yours and has provided the solution online.

HP Web site

If you have access to the Internet, you can check out HP’s Web site for support documentation and the latest news from HP at: http://www.hp.com/support/deskjet.

Printer software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides printer software and software upgrades for Windows 3.1x, Windows 95, Windows 98, and Windows NT 4.0. For MS-DOS printer software, contact the manufacturer of your software program. You have several options for getting printer software:

- Download the printer software by accessing CompuServe, America Online, or HP’s Web site (http://www.hp.com/support/deskjet).
- If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive, you can order the software on 3.5 inch disks by calling the toll-free phone number listed on the printer software CD case. Disks are delivered to you the next day free of charge.
- If you are in the U.S. and need a software upgrade, you can order it by calling (805) 257-5565. Software upgrades are available for the cost of the disks plus shipping.
- If you are outside the U.S. and cannot download the driver from HP’s Web site, call HP Customer Support.
Repairing your printer

To speak to someone to verify that your printer needs repair, please call the HP Telephone Support Center. If your printer requires repair, the HP Support Agent coordinates that process. This service is free of charge during the warranty period of your printer. Beyond the warranty period, repairs are charged on a time and materials basis.

Free support for 90 days

Within 90 days from the time of your purchase, telephone support is provided to you free of charge. Before placing a call for help, please make sure that:

- You have checked your user’s guide and online troubleshooting for installation troubleshooting tips.
- You are seated in front of your computer with your printer nearby.
- You have the following information available:
  - Your printer’s serial number (the label is on the back of the printer).
  - Your printer’s model number (the label is on the front of the printer).
  - The model of the computer.
  - The version of the printer driver and software program (if applicable).

A note about letters

If you need technical help from a technical support person, we recommend that you call us while you’re in front of your computer and printer, rather than writing a letter to us. That way we can help you with your questions immediately!

Calling HP Customer Support

To speak with someone for online technical assistance, call one of the following numbers. This service is free of charge during the warranty period of your printer. However, if you are calling long distance, the usual long-distance charges apply.

- **Africa/Middle East** 41 22/780 71 11
- **Argentina** 541781-4061/69
- **Australia** 61 3 92728000
- **Austria** 43 (0)660 6386
- **Belgium (Dutch)** 32 (0)2 62688 06
- **Belgium (French)** 32 (0)2 6268807
- **Brazil** 55 11 709-1444
- **Canada (English)** (208) 344-4131
- **Canada (French)** (905) 206-4383
- **China** 86 10 6505 3888-5959
- **Czech Republic** 42 (2) 471 7321
- **Denmark** 45 (0)39 294099
- **Finland** 385 (0)203 47288
- **France** 33 (0) 143623434
- **German** 49 (0) 180 5258 143
- **Greece** 30 1 689 64 11
- **Hong Kong** (0800) 96 7729
- **Hungary** 36 (1) 252 4505
- **India** 91 11 682 60 35
- **Indonesia** 6221 350 3408
- **Ireland** 353 (0) 1662 5525
- **Italy** 39 (0)2 264 10350
- **Japan, Tokyo** 81 3 3335-8333
- **Japan, Osaka** 81 6 838 1155
- **Korea** 82 2 3270 0700
- **Malaysia** 03 2952566
- **Mexico D.F.** 326 46 00
- **Mexico, Guadalajara** 669 95 00
- **Mexico, Monterey** 378 42 40
- **Middle East/Africa** 41 22/780 71 11
- **Netherlands** 31 (0)20 606 8751
- **New Zealand** (09) 356-6640
- **Norway** 47 (0)22 116299
- Philippines 65 272 5300
- Poland 48 22 37 50 65
- Portugal 351 (0) 144 17 199
- Russia 7095 923 50 01
- Singapore 65 272 5300
- Spain 34 (9) 02321 123
- Sweden 46 (0)8 6192170
- Switzerland 41 (0)84 8801111
- Taiwan 886 2-2717-0055
- Thailand (66-2) 661 4011
- Turkey 90 1 224 59 25
- United Kingdom 44 (0) 171 512 5202
- U.S. (208) 344-4131
- Venezuela 58 2 239 5664

**After the warranty**

- You can still get help from HP for a fee. Prices are subject to change without notice. (Online help is always available for free!)

- For quick questions in the United States only, call (900) 555-1500. The charges are $2.50 per minute and begin when you connect with a support technician.

- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US $25 per call, charged to your Visa or MasterCard.

- If during your phone call, it is determined that your printer requires repair, and you are within your printer’s hardware warranty period, your phone charges will be reversed.
In this chapter
If you want to know more of the working details about your printer, check out the technical information in this chapter.
System requirements

For your printer to work at its best, your computer must meet the following system requirements:

For Windows NT 4.0
- 80486/66 MHz CPU
- 16 MB of RAM

For Windows 3.1x, Windows 95, and Windows 98
- 80486/33 MHz CPU
- 8 MB of RAM

For MS-DOS
- MS-DOS version 3.3 (or later)
- 80386/16 MHz CPU
- 4 MB of RAM

Note The HP DeskJet 690C Series printer is a personal printer and is not supported in network configurations.

Printer communications

Your printer does not include a printer cable. The HP IEEE-1284-compliant Parallel Interface Cable is best for your printer. Make sure the cable is bidirectional—that it allows two-way communication between your printer and the computer. This type of cable allows you to access all your printer’s features.

If you don’t know whether or not your printer cable is bidirectional, you can find out by following these steps:

1. Make sure the printer cable is firmly connected to both the printer and the computer.
2. Make sure both the printer and the computer are turned on.
3. In the HP print settings dialog box, click the Printer Services tab. (To find the HP print settings dialog box, turn to page 41.)
4. Click Test printer communication.

The printer software tests the communication between your computer and your printer and tells you if you have bidirectional communication.

If the cable is bidirectional, you should have access to all the features of your HP DeskJet printer.

If the cable is not bidirectional, the printer is unable to send messages to the computer screen, but it can still print.
Print cartridges

Print and photo cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies in HP inkjet printers, including only HP print and photo cartridges. Damage resulting from the modification or refilling of HP cartridges is specifically excluded from coverage of HP printer warranties.

Refilling an HP cartridge pushes the electronic and mechanical components of the cartridge past their normal life cycle, creating many potential problems, such as the following:

Potential damage

- If ink from a refilled cartridge leaks, the excess ink might damage the service station that caps the cartridge while it is in the printer but not in use. Because this service station maintains the health of the cartridge, quality problems might occur with this cartridge.
- If ink from a refilled cartridge leaks onto the electrical components in your printer, severe printer damage can occur, causing downtime and repair costs.

Caution Damage resulting from the modification or refilling of HP cartridges is specifically excluded from the coverage of HP printer warranties.

Note When buying replacement print cartridges, check the part numbers carefully so that you buy the right cartridges for your printer:

- Black: HP 51629G
- Large Black: HP 51629A
- Tri-Color: HP 51649A
- Photo Cartridge: HP C1816A
Cleaning the print cartridges

Cleaning your print cartridges can improve the quality of printing.

If your printed page is missing lines or dots, perform Procedure 1 below. If your printed page contains streaked ink, perform Procedure 2.

Procedure 1: Correcting missing lines or dots

Clean the print cartridges when you notice that the lines or dots are missing from your printed text and graphics, as shown in the left margin. The print cartridges can be cleaned from the HP Toolbox.

To clean the print cartridges from the HP Toolbox:

1. Double-click the HP Toolbox icon on the computer screen.
2. Click the Printer Services tab.
3. Click Clean the print cartridges and follow the directions on the screen.

If the preceding procedure does not improve the print quality, your print cartridges might be low on ink. Replace the print cartridges.

Procedure 2: Eliminating ink streaks

Customers using HP DeskJet printers in dusty environments might occasionally experience ink streaks or smearing because of a small accumulation of debris inside the printer. This debris can include dust, hair, carpet, or clothing fibers. Ink streaking is easily prevented or corrected by doing scheduled cleaning to three areas of the printer: the print cartridges, the print cartridge cradle, and the service station. HP recommends that you perform this cleaning every 3 months.

Materials you will need

Before you begin, make sure you have the following materials available:

- Cotton swabs or any soft material that will not come apart or leave fibers (for example, a piece of clean cotton cloth).
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).
- Scrap paper or paper towels to set the print cartridges on while you are working.

Caution  Be careful not to get ink on your hands or clothing.
Steps to clean your printer

1. Remove the print cartridges
   a. Turn the printer on and lift the printer’s top cover. The print cartridges move to the center of the printer.
   b. After the print cartridges have moved to the center of the printer, unplug the black power cord from the back of the printer.
   c. Remove the print cartridges and place them on their sides on a scrap piece of paper.

   **Caution** Once you’ve removed the print cartridges, make sure that they are not outside of the printer for more than 30 minutes.

   **WARNING** Keep new and used print cartridges out of the reach of children.

2. Clean the print cartridges
   a. Dip a clean cotton swab into distilled water and squeeze any excess water from the swab.
   b. Grasp the black print cartridge by the colored cap.
   c. Clean the face and edges of the print cartridge as shown. **DO NOT** wipe the nozzle plate.
   d. Hold the print cartridge up to the light to inspect for fibers on the face and edges. If fibers are still present, repeat steps 2a through 2c.
   e. Repeat steps 2a through 2d with the tri-color print cartridge using a clean, moistened cotton swab to avoid any contamination.
3 Clean the print cartridge cradle
   a. Position yourself at eye level with the printer.
   b. Locate the cradle that holds the print cartridges, then locate the three black, hook-shaped arms on the bottom of the cradle.
   c. Using clean, moistened swabs, wipe the flat surfaces (shaded area) on the undersides of each arm from back to front. Repeat until no ink residue is seen on a clean swab.

4 Clean the service station
   a. Using a clean, moistened swab, clean the rim of the sponge holder.
   b. Remove any built-up ink and fibers from the top of the sponge. If the sponge is higher than the rim, use the cotton swab to push it below the rim.
   c. Using a clean, moistened swab, clean wiper 1 and the top surface of cap 1.
      **Caution** Use light force when cleaning the print cartridge caps. Heavy force might unseat the caps, eventually causing damage to the print cartridges.
   d. Using a clean, moistened swab, clean wiper 2 and the top surface of cap 2.
Reinstall the print cartridges

a. Reinstall the print cartridges and close the printer’s top cover.

b. Reinsert the power cord into the back of the printer.

c. Print a test page. On the Printer Services tab of the HP Toolbox, click Print a test page.

d. Examine the printout for ink streaking.

*Note* This procedure should remove all fibers that would cause ink to streak on a printout. However, fibers can be missed. If the printout still shows streaking, repeat the procedure until the test printout is clear and sharp. HP recommends that you perform this procedure every 3 months. This procedure and additional maintenance tips are located on HP’s Web site at: http://www.hp.com/support/deskjet/maintenance.
Minimum printing margins

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area—that is, within the top, bottom, left, and right margins available for the specific size paper on which you are printing.

<table>
<thead>
<tr>
<th>Paper Size</th>
<th>Left/Right Margins</th>
<th>Bottom Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Letter 8.5 x 11 in</td>
<td>0.25 in</td>
<td>0.59 in</td>
</tr>
<tr>
<td>U.S. letter banner 8.5 x 11 in</td>
<td>0.25 in</td>
<td>0.00 in</td>
</tr>
<tr>
<td>U.S. legal 8.5 x 14 in</td>
<td>0.25 in</td>
<td>0.59 in</td>
</tr>
<tr>
<td>A4 size 210 x 297 mm</td>
<td>3.4 mm</td>
<td>14.9 mm</td>
</tr>
<tr>
<td>A4 banner 210 x 297 mm</td>
<td>6.3 mm</td>
<td>0.00 mm</td>
</tr>
<tr>
<td>A5 size 148 x 210 mm</td>
<td>3.2 mm</td>
<td>21.2 mm</td>
</tr>
<tr>
<td>B5 size 182 x 257 mm</td>
<td>4.2 mm</td>
<td>21.2 mm</td>
</tr>
<tr>
<td>Executive 7.25 x 10.5 in</td>
<td>0.25 in</td>
<td>0.59 in</td>
</tr>
<tr>
<td>U.S. cards 4 x 6 in</td>
<td>0.125 in</td>
<td>0.84 in</td>
</tr>
<tr>
<td>U.S. cards 5 x 8 in</td>
<td>0.125 in</td>
<td>0.84 in</td>
</tr>
<tr>
<td>A6 cards 105 x 148 mm</td>
<td>3.2 mm</td>
<td>21.2 mm</td>
</tr>
<tr>
<td>Hagaki postcards 100 x 148 mm</td>
<td>4.2 mm</td>
<td>21.2 mm</td>
</tr>
</tbody>
</table>

Note: The top margin is 0.04 inches (1 mm) for all paper sizes (except for banner paper).

<table>
<thead>
<tr>
<th>Envelope Size</th>
<th>Left Margin</th>
<th>Right Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. No. 10 4.12 x 9.5 in</td>
<td>0.84 in</td>
<td>0.04 in</td>
</tr>
<tr>
<td>DL 110 x 220 mm</td>
<td>21 mm</td>
<td>1 mm</td>
</tr>
<tr>
<td>C6 114 x 162 mm</td>
<td>21 mm</td>
<td>1 mm</td>
</tr>
<tr>
<td>Invitation A2 4.37 x 5.75 in</td>
<td>0.84 in</td>
<td>0.04 in</td>
</tr>
</tbody>
</table>

Note: The top and bottom margins are 0.125 inches (3.2 mm) for all envelope sizes.

Note: MS-DOS margins can vary. See the manual for the specific MS-DOS program for more information.

Product specifications

Printers
HP DeskJet 695C printer model number C4562B
HP DeskJet 697C printer model number C4562C

Print technology
Drop-on-demand thermal inkjet printing
Four colors standard; six colors with HP Photo Cartridge.

Black print speed
Best mode: 1 page per minute
Normal mode: 3 pages per minute
Normal mode (MS-DOS): 134 cps at 10 cpi
EconoFast: 5 pages per minute
EconoFast (MS-DOS): 270 cps at 10 cpi

Color print speed (black and color cartridges)
Best mode: 3 pages per minute
Normal mode: 8 pages per minute
EconoFast: 1.7 pages per minute

Color print speed (tri-color and photo cartridges)
up to 4 minutes per page (5 x 7 photo)

Black resolution
Best mode: 600 x 600 dpi
Normal mode: 600 x 300 dpi
EconoFast: 300 x 300 dpi

Color resolution (black and color cartridges)
300 x 300 dpi on plain paper
600 x 300 dpi black and color on glossy paper, premium paper, photo paper, and transparency film

Color resolution (tri-color and photo cartridges)
600 x 300 dpi with 6 inks, using HP PhotoRET Technology and all paper types (Best and Normal modes)

MS-DOS (graphics)
Full-page 75, 150, 300 dpi

Printer command language
HP PCL Level 3

Standard Character Sets
United Kingdom (ISO 4), German (ISO 21), French (ISO 69), Italian (ISO 15), Danish/Norwegian (ISO 60), Swedish (ISO 11), Spanish (ISO 17), ANSI ASCII (ISO 6), Legal, PC-8, Roman-8, PC-850, PC-8 Danish/Norwegian, ECMA-94, Latin 1 (ISO 8859/1), PC-852, Latin 2 (ISO 8859/2), Latin 5 (ISO 8859/9), and PC-8 Turkish

Software compatibility
Microsoft Windows-compatible
Compatible with an extensive range of MS-DOS software programs

Note: Approximate figures. Exact speed varies depending on the system configuration, software program, and document complexity.
Vertical alignment
± 0.002 in

Built-in (internal) fonts
Courier (portrait and landscape orientations)
Pitch: 5, 10, 16.67, 20 cpi
Point size: 6, 12, 24 pt
Style: Upright (Italic: 5, 10, 20 cpi)
Stroke weight: Normal, Bold

CG Times (portrait and landscape orientations)
Pitch: Proportional
Point size: 5, 6, 7, 8, 10, 12, 14 pt
Style: Upright, Italic
Stroke weight: Normal, Bold

Letter Gothic (portrait and landscape orientations)
Point and pitch: 6, 12, and 24 pt for 6, 12 and 24 cpi
( Upright only): 4.75, 9.5, and 19 pt for 16.67 cpi
Style: Upright
Stroke weight: Normal, Bold

Univers (portrait and landscape orientations)
Pitch: Proportional
Point size: 5, 6, 7, 8, 10, 12, 14 pt
Style: Upright (Italic: 5, 6, 10, 12 pt)
Stroke weight: Normal, Bold

Recommended media weight
Paper: 60 to 135 g/m² (16 to 36 lb)
Continuous (banner) paper: 75 g/m² (20 lb)
Envelopes: 75 to 90 g/m² (20 to 24 lb)
Cards: 110 to 200 g/m² (110 lb index max.; 8.5 pt max. thickness)

Media Handling (Built-In Feeders)
Sheets: up to 100 sheets
Banners: up to 20 sheets
Multiple envelopes: up to 20 envelopes
Single envelope: only 1 envelope
Cards: up to 30 cards
Transparencies: up to 50 sheets
Labels: up to 25 sheets of Avery paper labels. Use only U.S. letter or A4 size sheets. Use only Avery paper labels specifically designed for use with HP Inkjet printers.
OUT tray capacity: up to 50 sheets

Buttons/lights
Resume and Power

I/O Interface
Centronics parallel, IEEE-1284-compliant with 1284-B receptacle

Printer memory
512 KB built-in RAM
32 KB receive buffer

Media size
U.S. letter 8.5 x 11 in
Banner U.S. letter 8.5 x 11 in
U.S. legal 8.5 x 14 in
Executive 7.25 x 10.5 in
Banner European A4 210 x 297 mm
European A4 210 x 297 mm
European A5 148 x 210 mm
B5-JIS 182 x 257 mm
Custom size:
Width: 100 to 216 mm
Length: 4.0 to 8.5 in
148 to 356 mm
5.83 to 14 in
U.S. No. 10 envelope 4.12 x 9.5 in
Invitation A2 envelope 4.37 x 5.75 in
European DL envelope 220 x 110 mm
European C6 envelope 114 x 162 mm
Index card 101.6 x 152.4 mm
Index card 4 x 6 in
127 x 203.2 mm
Index card 5 x 8 in
European A6 card 105 x 148 mm
Japanese Hagaki Postcard 100 x 148 mm

Dimensions
Width: 436 mm (17.2 in)
Height: 199 mm (7.9 in)
Depth: 405 mm (16 in)

Weight
5.3 kg (11.6 lb)

Power consumption
2 watts maximum when off
4.5 watts maximum nonprinting
12 watts maximum printing

Operating environment
Maximum operating temperature: 5°C (41°F) to 40°C (104°F)
Humidity: 10-80% RH noncondensing
Recommended operating conditions for best print quality: 15°C (59°F) to 35°C (95°F), 20 to 80% RH noncondensing
Storage temperature: -40°C (-40°F) to 60°C (140°F)
Noise Levels per ISO 9296:

<table>
<thead>
<tr>
<th>Mode</th>
<th>Normal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sound Power, LwAd</td>
<td>6.3 B (A)</td>
</tr>
<tr>
<td>Sound Pressure, LpAm</td>
<td>50 dB (A)</td>
</tr>
</tbody>
</table>

Bystander positions
Ordering supplies and accessories

For ordering information, see page 62.

<table>
<thead>
<tr>
<th>Parts/Supplies/Accessories</th>
<th>HP Reorder Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print Cartridge</strong></td>
<td></td>
</tr>
<tr>
<td>Black print cartridge</td>
<td>51629G</td>
</tr>
<tr>
<td>Large capacity</td>
<td>51629A</td>
</tr>
<tr>
<td>Tri-Color print cartridge</td>
<td>51649A</td>
</tr>
<tr>
<td>Photo cartridge</td>
<td>C1816A</td>
</tr>
<tr>
<td><strong>HP Photo Color Kits</strong></td>
<td></td>
</tr>
<tr>
<td>Asian HP Photo Color Kit</td>
<td>C4583</td>
</tr>
<tr>
<td>European HP Photo Color Kit</td>
<td>C4584</td>
</tr>
<tr>
<td>Latin American HP Photo Color Kit</td>
<td>C4590</td>
</tr>
<tr>
<td>U.S. HP Photo Color Kit</td>
<td>C4585</td>
</tr>
</tbody>
</table>

**HP DeskJet 695C/697C Series Manual**

- Arabic: C4562-60264
- Czech: C4562-60265
- Danish: C4562-60266
- Dutch: C4562-60267
- English: C4562-60287
- Finnish: C4562-60268
- French: C4562-60269
- German: C4562-60270
- Greek: C4562-60271
- Hebrew: C4562-60272
- Hungarian: C4562-60273
- Italian: C4562-60275
- Japanese: C4562-60276
- Korean: C4562-60288
- Norwegian: C4562-60277
- Polish: C4562-60278
- Portuguese: C4562-60279
- Russian: C4562-60280
- Simplified Chinese: C4562-60281
- Spanish: C4562-60282
- Swedish: C4562-60283
- Thai: C4562-60285
- Traditional Chinese: C4562-60284
- Turkish: C4562-60286

**Paper Media**

- HP Banner Paper
  - U.S. letter, 100 sheets: C1820A
  - European A4, 210 x 297 mm, 100 sheets: C1821A
- HP Premium Inkjet Heavyweight Paper
  - U.S. letter, 100 sheets: C1852A
  - European A4, 100 sheets: C1853A
- HP Premium Inkjet Transparency Film
  - U.S. letter, 50 transparencies: C3834A
  - U.S. letter, 20 transparencies: C3828A
  - European A4, 50 transparencies: C3835A
  - European A4, 20 transparencies: C3832A
- HP Premium Inkjet Paper
  - U.S. letter, 200 sheets: 51634Y
  - European A4, 200 sheets: 51634Z
- HP Premium Inkjet Rapid-Dry Transparencies
  - U.S. letter, 50 transparencies: C6051A
  - European A4, 50 transparencies: C6053A
- HP Greeting Card Paper
  - Prescored for quarter-fold
    - U.S. letter, 20 sheets, 20 envelopes: C1812A
    - European A4, 20 sheets, 20 envelopes: C6042A
- HP Glossy Greeting Card Paper
  - Prescored for half-fold
    - U.S. letter, 10 sheets, 10 envelopes: C6044A
- HP Premium Photo Paper
  - U.S. letter, 15 sheets: C6039A
  - European A4, 15 sheets: C6040A
  - Asian A4, 15 sheets: C6043A
- HP Photo Paper
  - U.S. letter, 20 sheets: C1846A
  - European A4, 20 sheets: C1847A
  - Asian A4, 20 sheets: C6765A
- HP Bright White Inkjet Paper
  - U.S. letter, 500 sheets: C1824A
  - U.S. letter, 200 sheets: C5976A
  - European A4, 500 sheets: C1825A
  - European A4, 200 sheets: C5977A

**Transfer Media**

- HP Iron-On T-Shirt Transfers
  - U.S. letter, 10 sheets: C6049A
  - European A4, 10 sheets: C6050A

* When you buy replacement cartridges, check the part numbers carefully so that you buy the right one.

** Availability of special media varies by country.
### Parts/Supplies/Accessories

<table>
<thead>
<tr>
<th>HP IEEE-1284-compliant Parallel Interface Cable</th>
<th>HP Reorder Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(with one 1284-A connector for the computer port and one 1284-B connector for the printer port)</td>
<td></td>
</tr>
<tr>
<td>2-meter length</td>
<td>C2950A</td>
</tr>
<tr>
<td>3-meter length</td>
<td>C2951A</td>
</tr>
</tbody>
</table>

**Power Module**
- U.S., Canada, Mexico 120 V/60 Hz: 9100-5124 (C2175A)
- Korea, 220 V/60 Hz: 9100-5126 (C2182A)
- Australia, 240 V/50 Hz: 9100-5127 (C2181A)
- South Africa, 220 V/50 Hz: 9100-5128 (C2180A)
- China, Argentina, 220 V/50 Hz: 9100-5129 (C2179A)
- Japan, 100 V/50/60 Hz: 9100-5130 (C2178A)
- U.K., 240 V/50 Hz: 9100-5131 (C2177A)
- Europe (except U.K.), 230 V/50 Hz: 9100-5132 (C2176A)

**Top Cover (Access Door)**
- C6417-40002

**Base Foot Assembly (1 ea.)**
- C2162-60098

**Nameplate (DJ 695C)**
- C6417-40004

**Nameplate (DJ 697C)**
- C6417-40009

**Instruction Label**
- C6417-80021

**Paper Tray Assembly**
- C4549-60003

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### Ordering information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service:

- **Argentina**: (54 1) 787-7100
  - Fax: (54 1) 787-7213
  - Hewlett-Packard Argentina, Montaleses 2150
  - 1428 Buenos Aires, Argentina

- **Australia/New Zealand**: (03) 895-2895
  - China Resources Bldg.
  - 26 Harbour Road
  - Wanchai, Hong Kong

- **Belgium**: 02/778 3092 (or 3090, 3091)
  - Fax: 02/778 3076
  - Hewlett-Packard Belgium SA/NV
  - 100 bd. de la Woluwe/Woluwe
dal
  - 1200 BRUXELLES

- **Brazil**: 55-11-7296-4991
  - Fax: 55-11-7296-4967
  - Edisa Hewlett-Packard SA, R. Aruana 125, Tambore, Barueri, São Paulo, Brazil, 06460-010

- **Canada**: (800) 387-3154, (905) 206-4725
  - Fax: (905) 206-3485/-3739
  - Hewlett-Packard (Canada) Ltd., 5150 Spectrum Way
  - Mississauga, Ontario L4W 5G1

- **Chile**: (56 2) 203-3233
  - Fax: (56 2) 203-3234
  - Hewlett-Packard de Chile SA
  - Av. Andres Bello 2777, Oficina 1302
  - Los Condes, Santiago, Chile

- **Denmark**: 45 99 14 29
  - Fax: 42 81 58 10
  - Hewlett-Packard A/S
  - Kongevejen 25, 3460 BIRKEROD

- **Finland**: (90) 8872 2397
  - Fax: (90) 8872 2620
  - Hewlett-Packard Oy
  - Varaosamyynti, Pispankalliointie 17
  - 02200 ESPOO

- **France**: (1) 40 85 7112
  - Fax: (1) 47 98 26 08
  - EuroParts, 77 101 avenue du Vieux Chemin de Saint-Denis
  - 92625 GENEVILLIERS

- **Germany**: 07031-145444
  - Fax: 07031-141395
  - Hewlett-Packard GmbH, HP Express Support
  - Ersatztteil-Verkauf, Herrenberger Str. 130
  - 71034 BOEBLINGEN
International Sales Branch: (41) 22 780-4111
Fax: (41) 22 780-4770

Hewlett-Packard S. A., ISB
39, rue de Veyrot
1217 MEYRIN, GENEVE - SUISSE

Italy: 02/9212.2336/2475
Fax: 02/9210757

Hewlett-Packard Italiana S. P. A.
Ufficio Parti di risambio
Via G. Di Vittorio, 9
20063 Cernusco s/N (MI)

Japan: (03) 3335-8333

Hewlett-Packard Japan Ltd.
29-21 Takaido-Higashi 3-chome, sugninami-ku
Tokyo 168-8565

Latin America Headquarters: (005) 267-4220
Fax: (005) 267-4247

5200 Blue Lagoon Drive, Suite 950
Miami, FL 33126

Mexico: (52 5) 258-4600
Fax: (54 0) 258-4362

Hewlett-Packard de México, S.A. de C.V
Prolongación Reforma #700
Colonia Lomas de Santa Fe, C.P. 01210 México, D.F.

Netherlands: 0 33 450 1808
Fax: 0 33 456 0891

Hewlett-Packard Nederland B.V., Parts Direct Service
Basicweg 10
3821 BR AMERSFOORT

Norway: 22735926
Fax: 22735611

Hewlett-Packard Norge A/S, Express Support
Drummensveien 169-171
0212 Oslo

Austria-South-East Area: (43-0222) 25 000, ext. 755
Fax: (43-0222) 25 000, ext. 610

Hewlett-Packard Ges.m.b.H.
Ersatzteilverkauf
Lieblg. 1
A-1222 Wien

Spain: 16 31 14 81
Fax: 16 31 12 74

Hewlett-Packard Espanola S.A.
Departamento de Venta de Piezas
Ctra N-VI, Km. 16,500
28230 LAS ROZAS, Madrid

Sweden: 8-4442239
Fax: 8-4442186

Hewlett-Packard Sverige AB
Skalholstsgatan 9, Box 19
164 93 KISTA

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Printing from MS-DOS

When you print from MS-DOS programs, you can control print settings, such as print quality, page orientation, paper size, and so on, by using the printer driver for the HP DeskJet 690C Series printer that comes with your software program. (A printer driver is a program that allows you to control print settings from within your word processor, spreadsheet, or other software program.) However, many software manufacturers might not have developed a printer driver specifically for the HP DeskJet 690C Series printers. In that case, you can use an alternate printer driver as listed below, or use the HP DeskJet Control Panel for MS-DOS for improved printer control.

Installing the HP DeskJet Control Panel

Before you install the HP DeskJet Control Panel, make sure you have followed all the steps in the setup guide.

1. Turn on your computer and your printer.
2. Put Installation Disk #3 into your computer’s disk drive.
3. At the MS-DOS command line (C:\>, type A:\INSTALL and press ENTER. If your disk drive is different than “A”, substitute the correct letter for “A”.
4. Follow the instructions on the screen.

Note If a message indicates that the installation of the Control Panel was unsuccessful, try the installation again. If it’s still unsuccessful, or if the Control Panel software is damaged or missing, contact your authorized HP dealer.

Using the HP DeskJet Control Panel for MS-DOS

Use the HP DeskJet Control Panel to choose print settings that might not be available from some MS-DOS programs, or if you can’t get a printer driver that works with your software program.

Cleaning the print cartridges

Clean the print cartridges when you notice that lines or dots are missing from your printed text and graphics. However, don’t clean them unnecessarily as this wastes ink and shortens the print cartridge life.

1. At the MS-DOS command line, type DJCP and press ENTER. The Control Panel appears.
2. Click Clean Print Cartridge, then follow the instructions on the screen.

Aligning the print cartridges

Align the print cartridges when you notice that color ink does not properly line up with black ink.

1. At the MS-DOS command line, type DJCP and press ENTER. The Control Panel appears.
2. Click Align Print Cartridge, then follow the instructions on the screen.
Using the right MS-DOS printer driver

Printer drivers are supplied by the manufacturers of MS-DOS software programs. Whenever possible, use the one designed specifically for the HP DeskJet 690C Series printers. However, if one isn’t available, you can get satisfactory results using one of the drivers listed below. If you are using a program that’s not listed, contact the manufacturer of the software program to get a printer driver that is compatible with your new printer.

<table>
<thead>
<tr>
<th>MS-DOS Program</th>
<th>Version</th>
<th>Recommended Printer Driver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Word Perfect</td>
<td>5.1, 5.1+, 6.x</td>
<td>HP DeskJet 600, 660C, or 850C</td>
</tr>
<tr>
<td>Harvard Graphics</td>
<td>3.0</td>
<td>HP DeskJet 540</td>
</tr>
<tr>
<td>Lotus 1-2-3</td>
<td>2.x, 3.x, 4.0</td>
<td>HP DeskJet 540</td>
</tr>
<tr>
<td>Microsoft Word</td>
<td>5.5, 6.0</td>
<td>HP DeskJet 560C</td>
</tr>
</tbody>
</table>

Installing a MS-DOS printer driver

Follow the instructions supplied by the software manufacturer. Contact them if you have any questions or concerns about the performance of your printer when using one of their drivers.
Uninstalling the printer software

If you need to uninstall the printer driver for your HP DeskJet printer for any reason, perform one of the steps listed for your operating system.
If something unexpected happened during installation, it is safest to run the uninstall utility directly from the CD or disks rather than from the uninstall program that was placed on your hard drive.

For Windows 3.1x, do one of the following:

- In Program Manager, locate your HP DeskJet Series group. Double-click the Uninstall icon to uninstall your printer software.

OR

- Insert the driver disk (either driver disk #1 or your CD) into your computer and run Setup.exe. Select the third option to “Remove the HP DeskJet 690C Series software from your PC.”

For Windows 95, Windows 98, and Windows NT 4.0, do one of the following:

- From the Start menu, click Programs, click HP DeskJet 690C Series, and then click HP DeskJet 690C Series Uninstaller.

OR

- From the Start menu, click Settings, click Control Panel, and then click Add/Remove Programs. Select HP DeskJet 690C Series (Remove only).

OR

- Insert the driver disk (either driver disk #1 or your CD) into your computer and run Setup.exe. Select the third option to “Remove the HP DeskJet 690C Series software from your PC.”

Additional symbol sets and fonts

Additional symbol sets and fonts might have been included with your printer on a separate disk. This “Regional Font Support” disk contains custom files for use with the HP DeskJet Control panel for MS-DOS, allowing access to special character sets.

Supported languages

You only need to install the one file that supports your particular language. If you are uncertain which language is included in your printer, check the serial number label on the back of the printer for one of the following codes:

ARB=Arabic
GRK=Greek
LTV=Latvian
THA=Thai
CYR=Cyrillic
HBR=Hebrew
LIT=Lithuanian

Installing a special symbol set or font

1. First install the printer software as described in the setup guide.
2. Put the Regional Font Support disk into the disk drive.
3. From the MS-DOS command line (C:\), type A:DIR then press ENTER to display the subdirectories on the Regional Font Support disk.
   If your disk drive is different that “A”, substitute the correct letter for “A”.

Additional symbol sets and fonts might have been included with your printer on a separate disk. This “Regional Font Support” disk contains custom files for use with the HP DeskJet Control panel for MS-DOS, allowing access to special character sets.
Copy the appropriate Symsets.dat file from the subdirectory for the language of your printer to your \Deskjet directory. For example, to copy the file for the Cyrillic language, at the C:\ prompt type the following and then press ENTER:
COPY A:\Cyrillic\SYMSETS.DAT C:\DESKJET

4. Remove the Regional Font Disk from the disk drive when the copying process is complete.

Available symbol sets and fonts

See the appropriate language option in the following list.

**Hebrew**

**Symbol Sets:**
- Latin/Hebrew (ISO-8859/8)
- PC Hebrew (CP-862)

**Fonts:**
- **Proportional Spaced**
  - David PS: 5, 6, 7, 8, 10, 12, 14
  - Miriam PS: 5, 6, 7, 8, 10, 12, 14
  - Miriam PS Italic: 5, 6, 10, 12
- **Fixed Space**
  - Courier: 6, 12, 24
  - Courier Italic: 6, 12, 24
  - Letter Gothic: 6, 12, 24
  - Letter Gothic Italic: 6, 12, 24

**Arabic**

**Symbol Sets:**
- HP Arabic-8
- PC Arabic (CP-864)

**Fonts:**
- **Proportional Spaced**
  - Ryadh: 5, 6, 7, 8, 10, 12, 14
- **Fixed Space**
  - Naskh: 5, 12, 24, 5, 10, 16.67, 20
  - Naskh: 7, 14, 28, 8.5, 17
  - Koui: 6, 12, 24, 6, 12, 24

**Cyrillic**

**Symbol Sets:**
- PC-Cyrillic (CP-866)
- Latin Cyrillic (ISO-8859/5)

**Fonts:**
- **Proportional Spaced**
  - CG Times: 5, 6, 7, 8, 10, 12, 14
  - CG Times Italic: 5, 6, 7, 8, 10, 12, 14
  - Univers: 5, 6, 7, 8, 10, 12, 14
  - Univers Italic: 5, 6, 10, 12
- **Fixed Space**
  - Courier: 6, 12, 24, 5, 10, 16.67, 20
  - Courier Italic: 6, 12, 24, 5, 10, 20
  - Letter Gothic: 6, 12, 24
  - Letter Gothic Italic: 6, 12, 24

**Greek**

**Symbol Sets:**
- PC-8 Greek (CP-866)
- Latin/Greek (ISO-8859/7)

**Fonts:**
- **Proportional Spaced**
  - CG Times: 5, 6, 7, 8, 10, 12, 14
  - CG Times Italic: 5, 6, 7, 8, 10, 12, 14
  - Univers: 5, 6, 7, 8, 10, 12, 14
  - Univers Italic: 5, 6, 10, 12
- **Fixed Space**
  - Courier: 6, 12, 24
  - Courier Italic: 6, 12, 24
  - Letter Gothic: 6, 12, 24
  - Letter Gothic Italic: 6, 12, 24

**Baltic**

**Symbol Sets:**
- PC Latvian/Russian
- PC Lithuanian/Russian
- PC Lithuanian (CP-772)

**Fonts:**
- **Proportional Spaced**
  - CG Times: 5, 6, 7, 8, 10, 12, 14
  - CG Times Italic: 5, 6, 7, 8, 10, 12, 14
  - Univers: 5, 6, 7, 8, 10, 12, 14
  - Univers Italic: 5, 6, 10, 12
- **Fixed Space**
  - Courier: 6, 12, 24
  - Courier Italic: 6, 12, 24
  - Letter Gothic: 6, 12, 24
  - Letter Gothic Italic: 6, 12, 24

**Thai**

**Symbol Sets:**
- TIS (TAPIC23)

**Fonts:**
- **Fixed Space**
  - Thai Courier, Courier Bold: 12
  - Courier Italic, and Bold Italic: 10
  - Thai Courier, Courier Bold: 10
  - Courier Italic: 12
  - Thai Courier, Courier Bold: 24
  - and Courier Italic: 6
  - Thai Line Printer: 8.5
  - and Bold Italic: 16
Limited Warranty Statement

HP Product | Duration of Limited Warranty
--- | ---
Software | 90 Days
Print cartridges | 90 Days
Printheads | 1 Year
Printer and Related HP Hardware | 1 Year

A. Extent of Limited Warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.
2. For software products, HP’s limited warranty applies only to defects that arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product’s specifications.
3. HP’s limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product’s specifications.
4. For HP printer products, the use of a non-HP or refilled ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP’s warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP’s warranty, HP shall either repair or replace the defective product, at HP’s option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP’s warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP’s limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France’s “Departments d’Outre-Mer”; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty
1. TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer’s sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. TO THE EXTENT THAT THIS WARRANTY STATEMENT IS INCONSISTENT WITH THE STATUTORY RIGHTS OF A CONSUMER TO THE EXTENT LAWFULLY PERMITTED, THIS Warranty Statement SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH STATUTORY RIGHTS. UNDER SUCH STATUTORY RIGHTS, THE CUSTOMER MAY HAVE ADDITIONAL REMEDIES, THE SCOPE AND EFFECT OF WHICH IS NOT ALTERED BY THIS Warranty Statement.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.
Legal information

Regulatory notices

FCC statement (USA)

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference’s by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply with Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

Power Module Statement

The power module cannot be repaired. If it is defective it should be discarded or returned to the supplier.
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Reduce, Reuse, Recycle

Protecting the Environment

Hewlett-Packard continuously improves the design and production processes of HP DeskJet and DeskWriter printers to minimize the negative impact on the office environment and on the communities where the printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printers at the end of printing life.

Reduction and Elimination

Printer Packaging: Packaging materials, cushions, accessories, and boxes have been reduced, saving roughly 50% in fuel and, therefore, fuel emissions. Boxes used to ship printers from the distribution centers are whitened without using chlorine.

Ozone: All ozone-depleting chemicals (CFCs, for example) have been eliminated from Hewlett-Packard manufacturing processes.

Recycling

Printer Packaging: The boxes used to ship printers from the distribution centers, the expanded polystyrene packaging inserts, and the clear polyethylene bags containing the printer drivers are 100% recyclable.

Plastic Parts: Major manufactured plastic parts are marked as to the plastic content to facilitate product recycling.

Manuals: The manuals in this kit are printed on recycled paper.

Reduction and Reuse

Ink Packaging: The packaging for the ink cartridges was significantly reduced and made recyclable.

Energy Consumption

HP DeskJet and DeskWriter printers use only 4.5 watts in stand-by mode, which easily qualifies them as energy-saving computer printers under the U.S. Environmental Protection Agency’s Energy Star Computers program. The EPA estimates that if all desktop PCs and peripherals in the U.S. were to qualify, the overall savings in electricity could amount to over $1 billion each year. It could also prevent the emission of 20 million tons of carbon dioxide per year (the equivalent output of 5 million cars).

The Energy Star emblem does not represent EPA endorsement of any product or service.